



NURSING LEVEL III

NTQF III

LEARNING GUIDE #51

Unit of Competence : Undertake Routine inventory
Maintenance

Module Title : Undertaking Routine inventory
Maintenance

LG Code : HLT NUR3 M10 LO3-LG49

TTLM Code : HLT NUR3 M10 0219 v1

LO3: Maintain and monitor stock levels

Instruction sheet- 3

learning guide -3

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

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- Receiving and checking stock
- Recording order received
- Notifying to supervisor

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Receiving Stock and checked against the number ordered.
 - Recording “Order received” accurately in order book.
 - Notifying order received if inaccurate Supervisor .
- Stock is unpacked safely and stored in correct location

.Learning Instructions:

1, Read the specific objectives of this Learning Guide.

2, Follow the instructions described in number 3 to 7.

3, Read the information written in the “Information Sheets ”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.

4, Accomplish the “Self-check ” in page4,7,14 .

5, Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check).

6, If you earned a satisfactory evaluation proceed to “Information Sheets ”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activities .

7, Submit your accomplished Self-check. This will form part of your training portfolio

- Reference on page16.

Information Sheet-1	Receiving and checking stock
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3.1. Receiving and checking stock

Receive goods

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Receiving is one of the most important parts of the health institution operation. A poorly organized and executed receiving system can put patients at risk and elevate health care costs.

Misplaced products or products not in stock also jeopardizes the patients' care and increases health care costs. To avoid these unfavorable outcomes, health care providers should become familiar with the process for receiving and storing goods.

The Receiving Process

When orders arrive from either the manufacturer or the wholesaler, they should be accompanied by either an invoice or a packing slip that lists what the institution is being charged for. As you remove the items from the box and place them into inventory, it is critical that you check them against this list; otherwise, the health facility may not receive everything it will be asked to pay for.

Self check- 1	Say true or false
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page

- 1, Receiving is one of the most important parts of the health institution operation
- 2, When orders arrive from either the manufacturer or the wholesaler, they should be accompanied by either an invoice or a packing slip that lists what the institution is being charged for



Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____
Rating: _____

Name: _____ **Date:** _____

Answer

1,
2,



Information Sheet-2	Recording order received
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3.2 Recording order received

HOW TO RECEIVE SUPPLIES

First-level health facilities usually receive medicines and related supplies from central, regional or area medical stores. Sometimes supplies come to health centres from other sources, like wholesalers.

When supplies are delivered to the facility, the person who receives the delivery should check the shipment (that is, the goods that were sent from the supplier). The shipment should contain what was ordered. That person should check that no supplies have been lost or stolen, and that the items in the shipment are of good quality and not expired.

Discrepancies in orders are common. They include missing or over-issued supplies, or items that are expired, damaged or of poor quality. Discrepancies are very costly and should not be ignored.



Self check- 2	Say true or false
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page

- 1, When supplies are delivered to the facility, the person who receives the delivery No need of check the shipment (that is, the goods that were sent from the supplier).
- 2, Discrepancies include missing or over-issued supplies, or items that are expired, damaged or of poor quality.



Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Name: _____ **Date:** _____

Answer

1,

2,



Information Sheet-3

Notifying to supervisor

3.3 Notifying to supervisor

TO RECEIVE A DELIVERY OF SUPPLIES

1. Receive the supplies in person.
2. Check the outside of the boxes for theft.
3. Keep a record of deliveries.
4. Check the supplies received against the items on the requisition form.

Know the supplies that should be stocked at your facility. Develop an agreed-upon policy for handling discrepancies with your suppliers.

5. Check the expiry dates of all items.

Do NOT accept expired items. Expired items may harm a patient or have no effect on the patient at all. Follow your facility's policy to return or dispose of them. Checking the expiry (lead time) dates and quality of supplies before you put the items in your store!

6. Check the quality of all items in the delivery.

Check for signs of damage or deterioration. Poor quality medicines or medicines that have been tampered with may be dangerous. Do NOT accept them.

7. Document all discrepancies.

- **If the discrepancy is noticed at the time of delivery**, asks the driver or delivery person about this and makes note it on the Delivery Form.
- **If the discrepancy is found after the delivery**, contacts the supplier and follows your facility's policy on reporting the discrepancy.

Ideally, your facility should have a Discrepancy Report Form as it is an easy way to record discrepancies. Record all missing or over-issued supplies, expired, damaged and poor quality items.

If you do not have a form, report the discrepancy on the REMARKS column of the item's stock card. Also write a letter about the discrepancy, including all the information on the Discrepancy Report Form. Agree with your supervisor on who should receive the letter. Usually a copy is sent to the appropriate authority, a copy is sent to the supplier, and one is kept on file at your facility



The Storing Process

Once the product has been properly received it must be **properly stored**. Depending on the size and type of health facility operation, the product may be placed in a bulk, central storage area or into the active usage areas of the department. In any case, the Lead Time/ expiration date of the product should be compared with the products currently in stock. Products already in stock that have expired should be removed. Those products that will expire in the near future should be highlighted and placed in the front of the shelf/bin. The newly acquired products will generally have longer shelf lives and should be placed behind packages that will expire before them. This technique is referred to as *stock rotation*. Stock rotation is an important inventory management principle that encourages the use of products before they expire and helps prevent the use of expired products

The three main issues to pay close attention Product Handling to are:

- **Look-alike Products.** Stocking products of similar color, shape, and size could result in error if someone fails to read the label. All staff members should be alerted to look-alike products.
- **Misleading Labels.** Sometimes the company name or logo is emphasized on the label
- **Product Storage.** Storing products that are similar in appearance adjacent to one another can result in error if someone fails to read the label.

It is essential to alert other staff members to products that fall into one of these categories.

Lead Time

The Lead Time is the interval between placing an order and having it ready for using. When calculating lead times in a nursing, you must consider the amount of time to stock the shelves, compound, or mix.

Safety Stock

Safety stock is the extra units of inventory carried as protection against possible stock-out

The characteristics of a well-managed stores operation:

- The store should be divided into zones that provide a range of environmental conditions and degrees of security;
- There should be an appropriate zone to suit every item to be stored;

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- Stock should be arranged within each zone according to some orderly system;
- Stock should be stored on pallets on the floor, on pallet racks, or on shelves.
- Good housekeeping that is cleaning and inspection, the disposal of expired and damaged stock, and the management of security-should be maintained;
- Staff should be appropriately qualified, trained, disciplined, and rewarded;
- To promote efficiency, staff should have good working conditions and facilities.

Stock control using first in first out [FIFO] and first expiry first out [FEFO]/last in first out [LIFO] stock rotation: In order to avoid accumulation of expired and obsolete stock, items should be stored and issued on a FIFO or FEFO basis.

Zoning stock within the store: essential medical supplies must be located in a part of the store with the correct combination of **temperature** and **security**.

Stock classification: Items should be clearly organized within each zone of the store. This makes stock control, inventory taking and order picking much easier. In stores that use the fixed location principle, items can be physically organized accordingly.



Stock storage and handling: Proper storage practice is the safe keeping of supplies awaiting dispatch and maintaining the intended quality of items until it ultimately reaches the consumer. Within each temperature and security zone, products must be stored so that they are easily accessible and protected against damage.

There are different basic systems for storage; among them shelves are the most common. **Shelves:** when the volume and weight are too small and manual goods handling is locally more reliable or economical than mechanical handling;

Storage of supplies: If the product has no special instructions, normal storage conditions apply. This means “storage in dry, clean, well ventilated premises at temperatures of +15 to +25°C, or depending on climatic conditions, up to +30°C”.

Products needing Freezing or Refrigeration: Vaccines, blood products, and some other drugs lose potency if kept, even briefly, at temperatures outside the recommended range; therefore for these products, the cold chain must be maintained at every stage.

Attractive items: Some non-controlled items are particularly prone to the theft, abuse, or misuse. Such items should be stored in a separate locked area or cupboard, where they can be supervised.

Stock pollutants (harm stock)

Pollutants that the environment has little or no [absorptive capacity](#) are called [stock pollutants](#) (e.g. [persistent synthetic chemicals](#), non-[biodegradable](#) plastics, and [heavy metals](#)). Stock pollutants accumulate in the environment over time. The damage they cause increases as more pollutant is emitted, and persists as the pollutant accumulates. Stock pollutants can create a burden for future generations by passing on damage that persists well after the benefits received from incurring that damage have been forgotten.



Fund pollutants

[Fund pollutants](#) are those for which the environment has some absorptive capacity. Fund pollutants do not cause damage to the environment unless the emission rate exceeds the receiving environment's absorptive capacity (e.g. carbon dioxide, which is absorbed by plants and oceans). Fund pollutants are not destroyed, but rather converted into less harmful substances, or diluted/dispersed to non-harmful concentrations.

Notable pollutants

Notable pollutants include the following groups:

- [Heavy metals](#)
- [Persistent organic pollutants](#)
- [Environmental Persistent Pharmaceutical Pollutants](#)
- [Polycyclic aromatic hydrocarbons](#)



Self check- 3	Multiple choice
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page

- 1, All of the following should considered to Receive a delivery of supplies **except**
 - A. Receive the supplies in person.
 - B. Check the outside of the boxes for theft.
 - C. Keep a record of deliveries.
 - D. Check the supplies received against the items on the requested form
 - E. Non of the above
- 2, All of the following should considered to Receive a delivery of supplies **except**
 - A, Check the expiry dates of all items.
 - B, Check the quality of all items in the delivery
 - C, Document all discrepancies
 - D, All of the above
- 3, One of the following is not main issues to pay close attention Product Handling .
 - A, Look-alike Products.
 - B, Misleading Labels
 - C, Product Storage
 - D, Non of the above



Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

Answer Sheet

Score = _____

Rating: _____

Name: _____ **Date:** _____

Answer

1,

2,

3,



References

1. World Health Organization and Basics (1998)
Drugs supply management training: Handbook for drug supply management at the first-level health facility. Geneva, WHO
2. John Snow Inc., World Health Organization and United Nations Children's Fund. (2003)
Guidelines for the storage of essential medicines and other health commodities. Arlington, VA.: John Snow Inc./DELIVER.
3. World Health Organization Regional Office for Africa (2004)
Management of drugs at health center level: training manual. Brazzaville, WHO AFRO

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